

CRITERIA FOR USING THE VIRGINIA STATEWIDE I&R TELEPHONE NUMBER

List the Statewide I&R number without cost when:

- there are no reporting requirements
- there are no detailed eligibility rules to explain
- accessible training on the desired messages is provided, preferably as a script in electronic format that can be e-mailed to all roll-over telephone staff
- the Statewide I&R System is the back-up contact, not the primary point of contact

The Statewide I&R System must always be listed by name any time the telephone number is published by another agency without reimbursement to us.

Conditions where financial contracts with the Statewide I&R system for services must be entered are when:

- the I&R telephone number will be the only number listed for the specific service advertised, either ongoing or during specific times
- training will require the in-person presence of all telephone staff
- call volume is expected to exceed 40 calls per week per regional center or 240 calls per week statewide
- the commitment cannot be met by any of the six providers without adding additional paid staff

Requests for telephone number roll-over to the Statewide I&R number should meet the following criteria:

- Incoming calls must roll over to all of the regions
- All regions must have telephone technology that will allow them to have a separate line for such calls and the ability to identify the telephone number originating the call. In the interim, it is acceptable to have agencies making such a request to have a recording saying, "All personnel are currently busy. You may leave a message or call Virginia's Statewide I&R System at 1-800-230-6977 for information and referrals."

Exceptions to these criteria must be approved in advance by the Statewide Information & Referral contractor and subcontractors.

None of the previous requirements or criteria precludes any single provider from entering into a contract with another organization to provide a direct line or roll-over access to its telephone system at whatever cost is negotiated between the two organizations.